

# 2003 COMMISSIONER'S AWARD FOR EXCELLENCE



## Jamestown-Scotland Ferry Maintenance Team

*Customer Service*

Hampton Roads District

### Team Members

Steven Pentecost, Biagio (Butch) Frake, John Doyle, George Enos, Robert Staff, Thomas Duncan, Abraham Arispe, Henry Lowe, Linda Emory

The Jamestown-Scotland Ferry is an impressive operation, safely carrying 2,500 vehicles per day and well over a million passengers a year across the James River. This record of service could not continue without the Ferry Maintenance Team, which watches over four large ferry boats ranging in age from eight to sixty-eight years. Main propulsion engines, diesel generators, numerous pumps, hydraulic lifts, and fuel, water, electricity, and sewage systems are all serviced through the team's aggressive maintenance program.

To keep the ferries running, team members possess a diverse set of skills, including those of diesel mechanics, marine electricians, and refrigeration technicians. While most individuals in the marine industry would specialize in one of these fields, team members must be proficient in all of them. Diagnosing a fuel problem, repairing a propeller, or fixing a gear are challenges they meet—often in the dark of cold nights or during a holiday season.

The team doesn't expect to relax when things are running well, either. At those times citizens often need help with their vehicles, and the team steps in to assist. They fix stuck starters, change flat tires, and charge dead batteries to keep ferries and motorists moving. Exemplary is the word for this team—for its skills, commitment, and results.

**Nominated by: William Mathus**

